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| SECTION HUMAN RESOURCES | SUBJECT Accessibility and Customer Service/ Providing Goods and Services to People with Disabilities | CODE: HR-04 PAGE: 1 of 3 DATE: October 31 st , 2025 |
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Introduction

The mission of Community Living Dryden-Sioux Lookout (CLD-SL) is to help people belong and be respected by harnessing the goodwill of our diverse north-western communities and by mobilizing community efforts to create innovative solutions through advocacy and collaboration.

In fulfilling this mission, CLD-SL is committed to providing services in a way that respects the dignity, independence, integration, and equal opportunity of people with disabilities.

Policy Statement

CLD-SL is committed to meeting the accessibility needs of people with disabilities in a timely manner, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the updated 2025 AODA Regulations.

Providing Services to People with Disabilities

Communication

We will communicate with individuals with disabilities in ways that consider their specific needs. Staff will receive training on how to communicate respectfully and effectively with people who have various types of disabilities.

Telephone Services

CLD-SL will provide accessible telephone communication by:

- Speaking clearly and using plain language.
- Offering alternative communication methods such as email, text relay, or video relay services upon request.

Assistive Devices

We welcome individuals who use assistive devices to access our services. Staff will be trained and familiar with commonly used assistive devices and will offer support when needed.

Use of Service Animals and Support Persons

CLD-SL welcomes individuals with disabilities who are accompanied by service animals in all public areas. Staff and volunteers will receive training on how to interact appropriately with individuals who rely on service animals. Service animals will not be left unattended while in these areas.

We are also committed to welcoming individuals who are accompanied by a support person. A person with a disability accompanied by a support person will never be denied access to their support person while on the premises.

If applicable, advance notice will be provided regarding any fees charged for support persons attending events.

Notice of Temporary Disruption

In the event of a planned or unexpected temporary disruption (such as an elevator out of service or an accessible bathroom under repair), notices will be posted including the reason, anticipated duration, and alternative facilities or services.

Notices will be posted at entrances, counters, and on our website.

Training for Staff

All employees, volunteers, students, and contractors will be trained on AODA standards and the Ontario Human Rights Code as it relates to persons with disabilities. Training will cover:

- The purpose and scope of the AODA
- How to interact with individuals with various disabilities
- How to interact with individuals who use assistive devices, service animals, or support persons.
- How to respond if someone is having difficulty accessing services.
- CLD-SL's accessibility-related policies and procedures

Training will be provided during orientation and updated regularly. A record of all training will be maintained.

Accessible Feedback Process

CLD-SL values feedback and uses it to improve services. Feedback on how we provide accessible services can be submitted:

- Verbally (in-person or by phone).
- In writing (letter or email).
- Through an accessible feedback form, available upon request or submitted through the website.
- Feedback will be directed to the appropriate Director. Individuals can expect a response within five (5) business days. Complaints will be addressed under the direction of the Chief Executive Officer or Designate.
- Accessible formats and communication supports will be provided upon request.

Recruitment, Employment and Notice to Successful Applicants

CLD-SL is committed to equitable and inclusive hiring practices and will:

- Include a statement in all job postings indicating that accommodations are available throughout the recruitment process.
- Notify candidates selected for interviews about the availability of accommodations.
- Provide accommodations based on individual needs during all stages of the selection process.
- When offering employment, successful candidates will be notified of our policies for accommodating employees with disabilities.

Format of Documents

CLD-SL will provide documents and communications (including emergency information, program materials, policies, and public notices) in accessible formats or with communication supports upon request. We will consult with the individual to determine the appropriate format and will respond in a timely manner.

Accessibility Compliance Report

CLD-SL will submit its **Accessibility Compliance Report** to the Ontario Government as required under the AODA. This report confirms compliance with the legislative standards and is submitted by the required deadline using the Ontario Compliance Reporting Portal.

This policy is posted on our website and is available in accessible formats upon request.

PS-07- Pets and Service Animals
Health and Safety Procedure

Regulations Cited

Accessibility for Ontarians with Disabilities Act, 2005 - Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) - AODA Compliance Requirements – Updated 2025

References to Other Policies

| SECTION | SUBJECT | NUMBER |
|------------------|-----------------------------|--------|
| People Supported | Pets and Service Animals | PS-07 |
| People Supported | Complaints/Feedback Process | PS-11 |

Adoption and Review Guidelines

Date of Adoption: June 28th, 2012

Reviewed by Leadership: October 31st, 2025